NCBA Group Job Description – Manager API Support

Job Title:	Senior Manager, API Support	Reports to:	Head, IT Channels Support
Unit:	INFORMATION TECHNOLOGY	Department:	TECHNOLOGY AND OPERATIONS
Grade:	Band 6	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
The role is pivotal in driving innovation, fostering strategic partnerships, and ensuring the seamless integration of cutting-edge technologies within the financial services sector.
The job holder will lead a cross-functional teams in developing innovative fintech products and services, utilizing open API architecture.

Key Accountabilities (Duties and Responsibilities)		
Perspective	**% Weighting** *(to add up to 100%)*	**Output**
Application Management	40%	Ensure that all the Electronic Channel Systems achieve optimal uptime, efficiency, regulatory compliance and cost containment through proper management. This includes the infrastructure, third party integrations and the channel applications. Manage Service Agreements with vendors, Budgets and Supplier Contracts Ensure proper documentation of the API platform roadmap, processes, and procedures. Continuous monitoring of the API platform for any technical issues and escalation to Technology team for any faults or failures.
Service Management	30%	Provide leadership and management oversight for the team to accurately diagnose complex problem and develop alternative courses of action. Recommend/ implement creative and effective solutions. Document results on problems, changes and service requests around channels integrations services.
IT Application security and Governance	10%	Work closely with the compliance and risk management teams to ensure that all open API initiatives adhere to regulatory requirements and industry standards.
Business continuity management	10%	Flag areas having inadequate DR, work with Risk and work with IS towards mitigating actions where applicable to enable business operations to ensure high system availability

People leadership	10%	Lead the technology efforts in integrations and API support providing oversight on technical design, Integration and solution development in liaison with the development team.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Direct Reports	I. API Support Analyst II. API Support Specialist
Indirect Reports	Nil

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal Card Operations / Card Authorization Cash Management & Personal Banking Customer Experience DFS	External Payment Networks - VISA/MasterCard Kenya Bankers (IPSL) MNOs – Safaricom / Airtel Applications System Vendors

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.*
• Freedom to make decisions to resolve problems without consulting Head, Channels, but advice later thus ensuring business operations continuity. • Task prioritization and resource planning within the projects and tasks for team and self.

Work cycle and impact: time horizon and nature of impact (Planning) *(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 – 3 months, 3-6 months, 6-12 months, above 1 year)*
3 Months – 6 Months

Ideal Job Specifications
• A bachelor's degree preferably in Computer Science, Information Technology, Business, or any other related field from a recognized university • 5-6 years' experience hands on experience with System integrations development using latest technology. • 5 years in Integrations and Open APIs • 5 years in Developing fintech products and services, utilizing open APIs architecture. • 3 years in People management and similar role • ITIL Foundation and other relevant professional qualifications in ICT field. • Project/Product Management Certification: PMI or Prince 2

Ideal Job Specifications
- Proven knowledge of banking operations, operations in business units and business impact analysis.   - Experience in Management of Third-party support providers.

Technical Competencies	
	- Experience in API development (REST or JSON) and Web Services & DevOps. - Experience in Software/ API documentation - Technical skills to effectively perform or guide performance of Application architectural design ensuring that all solutions developed and deployed are in line with the Enterprise Architecture standards - Knowledge and effective application of all relevant banking policies, processes, procedures and guidelines to consistently achieve required compliance standards or benchmarks. - Ensure that all the managed application platforms in use by the Bank keep pace with technological innovations and developments as a way of protecting investment in technology. - Define, analyse, plan, measure and improve all aspects of the availability of API systems; ensuring that the systems, are meeting the agreed availability targets.

Behavioural Competencies	
	- Interpersonal skills to effectively communicate with and manage customer expectations (internal and external), and other stakeholders who impact performance. - Manage relationships with all technology based service providers as a way of ensuring that uptimes are optimized. - Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture. - Ability to plan, organize self and work to achieve objectives. Be determined and accountable for delivery of technical solutions. - Quality Orientation to effectively perform assigned activities/tasks in a manner that consistently achieves high quality standards or benchmarks. - Monitor and manage service user complaints to ensure maintenance of the highest standards of service.